**FIRST TIME MAILBOX SET UP**

The first time you use your mailbox, you must create a password and record your name. You do not have a password initially.

**CREATE PASSWORD: REQUIRED**
Press MESSAGE Key (if your phone does not have a Message Key, Dial *17)
Enter mailbox number (your ext) and Press #
When prompted for password Press # you do not yet have a password, so just press #
when prompted
Enter your new password and Press # must be 4—15 numbers and must be secure (can’t use 1234, etc)
Re-enter your new password again and Press #
Stay on the line

**RECORD NAME: REQUIRED**
NOTE: pressing 1 always starts and ends the record process
If you hung up, Log in to your mailbox (See page 1)
Press 1 and at the tone Record your name (and/or Title, Dept. and/or Ext Number)
Press 1 to end Recording System will replay your Name
Press # to Approve OR
Press 1 to Rerecord
NOTE: When recording the name for a general or group mailbox, use the Group name ie: Operator or Receptionist

**RECORD and ACTIVATE GREETINGS: OPTIONAL BUT RECOMMENDED**
If you hung up, log in to your mailbox (See page 1)
Press 3 to access greeting menu
Press 1 To create change delete a greeting
Enter Greeting number (1-9) It is easiest to match your greeting number to the call type you will use as listed below.
Begin speaking after the tone
Press 1 to end recording
Press 23 to listen
If you don't like the greeting: Press *3 to delete then
Press 1 to rerecord
Press # to APPROVE your greeting STAY ON THE LINE TO ACTIVATE GREETING

**IMPORTANT:** A greeting must be activated in order for it to play to callers.
Stay on the line to activate your greeting by following voice prompts
Voice prompt will tell you "to use this greeting for":
ALL CALL Press 1 Plays to ALL callers and overrides all other greetings except Temporary
INTERNAL Press 2 plays to callers inside your organization Use in conjunction with EXTERNAL
EXTERNAL Press 3 plays to callers from outside your organization
BUSY Press 4 Plays when ALL extensions are busy Use in conjunction with NO REPLY
NO REPLY Press 5 Plays when you do not answer your phone
Default Press 8 System greeting in synthesized voice (your recorded name is inserted into this greeting)
TEMPORARY Press 9 Takes over for ALL active greetings and can be deactivated by system (see page 2)

**NOTE:** It is recommended you record your ALL CALL or an Internal and External Greeting, it is not necessary to record all of the greetings.

Sample Greeting:
You have reached the voicemail of [NAME] . I am not available to take your call right now please leave me a brief message and I will return your phone call as soon as possible. Thank you.
MESSAGE LAMP / RINGING INDICATOR: ON: Indicates new messages in your voicemail box. FLASHING: Indicates a ringing call

DISPLAY shows call information, details on system features and call appearance keys.

CALL APPEARANCE OR FEATURE KEYS (24): Press left/right arrow keys to see 2 additional screens—These keys have four roles.

SOFTKEY LABELS: appear on the display to indicate features that can be activated by pressing the keys directly below.

SOFTKEYS: Keys below the Softkey labels on display to access features displayed on the label above them. These features change based on the current state of the phone. IE: ringing, on an active call, idle, etc.

NAVIGATION KEYS: Scrolls through Call Appearance, Feature Keys, menus, call logs and speed dial lists.

Use Up/Down Arrow Keys to Scroll one key at a time or Left/Right arrows to scroll one Screen at a time.

OK KEY: Confirms menu choices.

PHONE KEY: Exits any menu, list and returns display to main screen.

MESSAGE KEY: Accesses your mailbox.

CONTACTS KEY: Accesses personal and shared directories.

HOME/MENU KEY: Accesses a menu for phone settings and information (see page 7 for menu details).

CALL LOG (HISTORY) KEY: Displays a record of most recent answered, missed and outgoing calls. The key illuminates when you have new missed calls.

HEADSET KEY: Switches calls from handset to headset. Key is illuminated when headset is active.

SPEAKER KEY: Used to make or answer call without lifting Handset. Key is illuminated when speaker is active.

VOLUME KEYS: Controls Ringer, Speaker, & Incoming Voice Levels over Handset/Headset.

MUTE KEY: Turns the Microphone off or on when you are on a call. Key is illuminated when in use, caller cannot hear you.

BASIC PHONE AND VOICE MAIL FEATURES

DIALING PROCEDURES AND PHONE FEATURES

TO MAKE ANY CALL WITHIN THE DISTRICT – Dial 4 Digit Extension Number.

TO MAKE A CALL OUTSIDE THE DISTRICT: Dial 6 and the Number.

HOLD: Press HOLD Softkey directly under the display appears when connected to a call.

TO RETURN TO CALLER: Press Flashing EXTENSION key.

TRANSFER: (With call on line) Press TRANSFER Softkey appears when connected to a call.

Enter EXTENSION Number

Press COMPLETE Softkey Call is connected.

CALL PARK: Allows you to place a call on hold in the system and assign it to a Call Park Slot. The call can be retrieved from any telephone in the system by pressing the associated Call Park Slot Key.

**You may need to scroll by pressing the right and left arrow keys to see PARK SLOTS.

TO PARK: With caller on line Press Available CALL PARK Key, Key lights green on your phone, red on others. Advise person of Call Park Slot Number.

TO RETRIEVE: Lift Handset or Press SPEAKER Key Press Applicable CALL PARK Key caller ID of held call is displayed. Press CONNECT Softkey you are connected to call, begin speaking.

NOTES: If parked call is not retrieved within a predetermined number of seconds, call will "Callback" to the phone it was parked from.

VOICE MAIL

Your mailbox is a virtual number in the system. You will receive your mailbox number from the District Office. Calls will be transferred to mailboxes from the main office and you will receive both a voicemail on your telephone and an email with the voicemail attached. You must delete the voicemail from your telephone.

TO CHECK FOR MESSAGES

LOG ON from Any District Phone

Press MESSAGE Key

When Answered

Enter your assigned MAILBOX Number

Enter Your PASSWORD

Press #

Press 2 to listen to message immediately

Press 0 to bypass the header

Press #

Press 6 to listen to message immediately

Press 0 to bypass the header

Note: Delete Press *3 Save Press # Skip Back 5 Seconds Press 5 Help Press *4

IMPORTANT NOTE: PLEASE SEE PAGE 3 FOR FIRST TIME MAILBOX SETUP INSTRUCTIONS.